

IN THE CLAIMS:

1-8. (Canceled)

9. (Currently amended) A system for processing telephone calls comprising:  
a communications network interface device configurable for receiving and processing of at least one incoming telephone call and providing access to at least one interactive application;  
a queuing application in connection with the network interface which is configured to determine a priority number for the at least one incoming telephone call, to place, according to the priority number, placement of the at least one incoming telephone call in a call queue and to ~~simultaneously~~ hold the at least one incoming telephone call in [[a]] the call queue while the at least one incoming telephone call is simultaneously hosted in the communications network interface;

said communications network interface device being further configured to provide access to one or more of the at least one interactive applications while the at least one telephone call is in the call queue; and

a call distributing apparatus in connection with at least one communications network interface which is configured to route the at least one incoming call to a designated destination according to the priority number;

wherein the priority number is further determined based on at least one of: indication made in the at least one telephone call, and from monitoring the one or more interactive applications accessed.

10. (Original) The system of Claim 9 wherein the destination is a customer telephone system which supports call attendants.

11. (Canceled)

12. (Original) The system of Claim 9 wherein at least one of: the communications network interface, the queuing application, the call distributing apparatus; are resident on customer premise equipment (CPE).

13. (Original) The system of Claim 9 wherein the communications network interface is configured on voice response unit (VRU) interfaced with the public switched telephone network (PSTN).

14. (Original) The system of claim 9 wherein the queuing application is configured on a network based application server.

15. (Original) The system of Claim 9 wherein the call distributing apparatus is configured on an automatic call distributor (ACD).

16. (Original) The system of Claim 15 wherein the ACD routes the at least one incoming call to a customer PBX system over data network.

17. (Canceled)

18. (Currently amended) A method for call processing in a call center comprising the steps of:

receiving at least one incoming telephone call over a communications network;

collecting information relating to the at least one telephone call;

presenting at least one interactive audio menu which includes options for being placed in a queue in order to speak with a selected customer service representative, accessing one or more interactive applications while waiting in the queue and accessing only the interactive applications;

upon affirmative selection for being placed in the queue, assigning a routing priority number for routing the at least one telephone call to the selected customer service representative based on the collected information;~~and~~

positioning the at least one telephone call in the queue based on the routing priority number; and

presenting an option to be routed to the selected customer service representative upon occurrence of a detected event;

wherein the routing priority number is determined based on at least one of: indication made in the at least one telephone call, and from monitoring the interactive applications selected during the at least one telephone call.

19. (Previously presented) The method of Claim 18 wherein the detected event comprises at least one of: a change in an availability status for the selected customer service representative, completion of one of the interactive applications, and a received indication from the at least one telephone call.

20. (New) The method of Claim 18 wherein the priority number is further determined based on at least one of: terms of the caller's service contract with the organization, size of order, whether long distance charges apply, availability of local call attendants, or the availability of language specific call attendants.

21. (New) The system of Claim 9 wherein the routing priority number is further determined based on at least one of: terms of the caller's service contract with the organization, size of order, whether long distance charges apply, availability of local call attendants, or the availability of language specific call attendants.